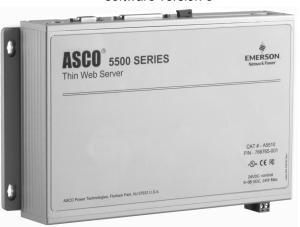


# **ASCO** 5500 Series, Catalog A5510 Thin Web Server

software version 5



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Thin Web Server Warnings

> The ASCO 5500 Catalog A5510 *Thin Web Server* (TWS) provides real-time monitoring and control of ASCO Automatic Transfer Switches and enginegenerator sets over the Internet or an Intranet. These precautions must be followed by all users:



#### WARNING

Be sure that *Users* to whom you give access are knowledgeable enough to have control of load transfer and of the generator.



#### WARNING

Verify that conditions are safe for load transfer before you transfer or retransfer an Automatic Transfer Switch (ATS).



#### WARNING

Fill in the Communication Address Forms in the back of this manual. Be sure that you enter correct information about each Automatic Transfer Switch and Power Manager and that address recorded on the Communication Address Forms corresponds with the address set in the ATS's Controller and Power Manager.

DISCONTINUED PRODUCT

Welcome Thin Web Server

#### Who Should Use this Installation Manual

This installation manual for the **Thin Web Server** should be used to assist individuals who will:

- install and connect the Thin Web Server
- configure the Thin Web Server with the setup program

#### **Prerequisites**

A working knowledge of *Windows*<sup>®</sup> 2000 or *XP* is necessary to use this software. Use of a mouse is assumed and that you are right handed. If you are left handed see *personalizing Windows* (switch mouse buttons) in *Windows Help Index* and switch the left and right mouse buttons.

- Click means to press and release the <u>left</u> mouse button <u>once</u> when the cursor is on the appropriate location on the screen.
- **Double click** means to quickly press and release left mouse <u>twice</u> when the cursor is on the appropriate location on the screen.
- Right Click means to press and release the <u>right</u> mouse once when the cursor is on the appropriate location on the screen.
- **∠ Enter** means to press the *Enter* key on the PC keyboard.

## Important information that you will need

To properly set up the software, you will need the nameplate data and other information from all your Automatic Transfer Switches (up to 64) including:

- ATS Name (your designation for the ATS)
- ATS Address

(set in each Controller, Comm. Interface Module, or Acc. 72A)

- Voltage Rating, Ampere Rating, and number of Poles for each ATS
- Catalog No. and Serial No. of each ATS
- Type of ATS (ATS or ATS/BP [ATS with bypass-isolation switch])
- Power Manager Address (set in each Power Manager or Data Monitor)

## Manuals that you may need

Catalog 5200 & 5200T Power Manager Operator's Manual 381333-192
or
Catalog 5220 & 5220T Power Manager Xp Operator's Manual 381333-199
7000 Series ATS Group 5 Controller User's Guide 381333-126
Catalog 5110 Serial Module Installation Manual 381333-240
Series 300 ATS Communication Interface Module Instructions 381339-189
ASCO 940, 962, 436, 434,447, 448 ATS Acc. 72A Instructions 381339-172

**Tip** □ Communication Address forms are included at the back to help you fill in needed information on your ATSs and Power Managers / Data Monitors.

**User's Guide** Refer to Power Monitoring & Control System *User's Guide 381333-276D* for version 5.



#### Overview

The ASCO 5500 Series Catalog A5510 *Thin Web Server* (TWS) provides real-time monitoring and control of ASCO Automatic Transfer Switches and engine-generator sets over the Internet or an intranet. The TWS also logs critical alarms and analog information.

The TWS can be used with ASCO 4000 & 7000 Series and Series 300 Automatic Transfer Switches that have Accessory 72A Communication Interface Modules.

#### **Specifications**

Power Requirements: 24 Vdc nominal (9-36 Vdc)

35 Watts max.

Dimensions: 6" H, 10" W, 2" D

(15.2 cm, 25.5 cm, 5 cm)

Weight: 3.5 lb. (1.6 kg)

Operating Temperature: 14 to 122° F (-10 to 50° C)

at 5-85% relative humidity

Lights: power, IDE, & internal low

battery alarm (RAM backup)

LAN Ports: two 10/100 base T RJ45

USB Ports: two USB 1.1

Serial Ports (DB-9): two RS-232 and

two RS-232/422/485

#### **Ground Connection**

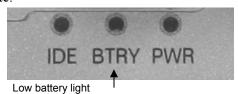
The TWS has a chassis ground point on the top left corner. Back out the screw and connect a braided lead as short as possible to earth ground.

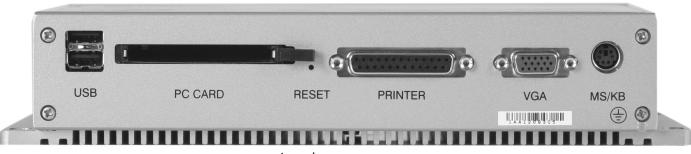


When the TWS is mounted on a door, a conductive strap must be used between the enclosure and the door. This connection provides proper grounding which does not rely upon the door hinges.

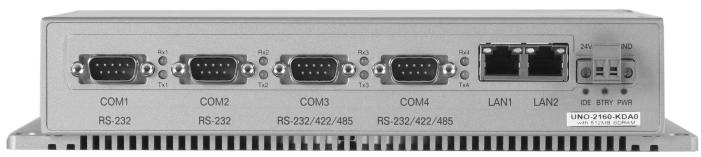
#### **Backup Battery - type BR2032**

The SRAM memory is retained by an internal backup battery. If the battery light **BTRY** comes on, this battery must be replaced. The battery is located on the left side of the main circuit board. De-energize all power first. Then remove the bottom four screws and slide the the cover down and off. Use 3 V lithium type BR2032 only; do not substitute.





top view



bottom view



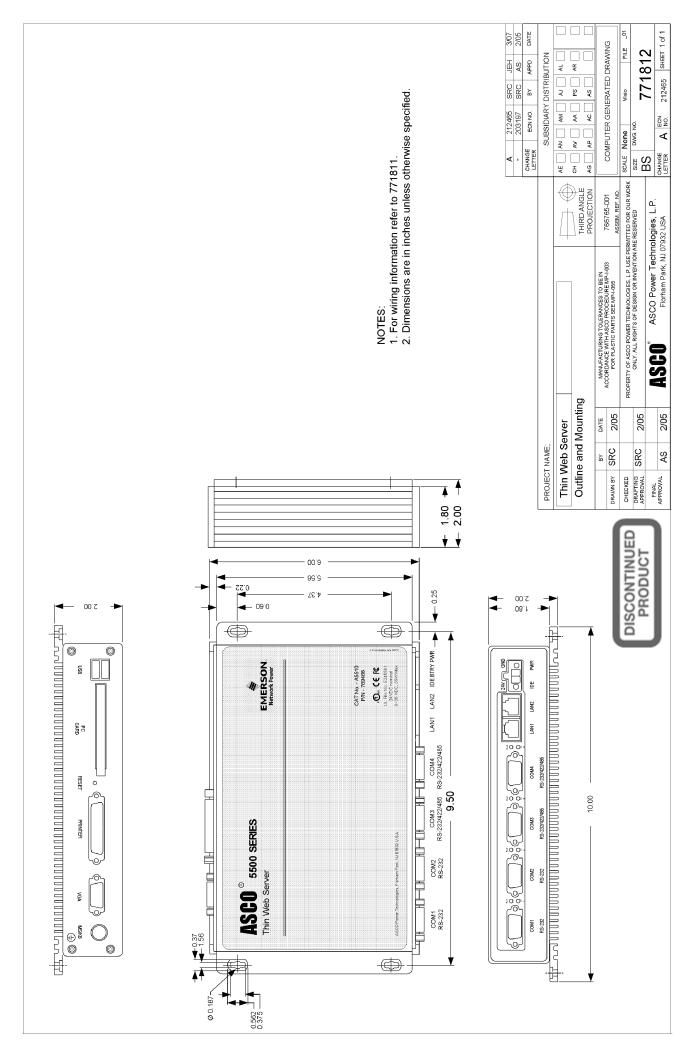
Thin Web Server Mounting 2-1

## **Mount the Thin Web Server**

Refer to the outline and mounting drawing 771812 and mount the Thin Web Server vertically to a flat surface in a clean and dry location. If it is mounted in an enclosure it must provide adequate ventilation for cooling.

Four 3/16" diameter mounting holes are provided in the back mounting plate. Securely mount the Thin Web Server as shown on the drawing.





Thin Web Server Connections 3-1

#### **Connect the ATS Network**

Refer to Interface Wiring Diagram 771811. Use only the recommended communication cable listed below to connect the ATS network to the Thin Web Server.

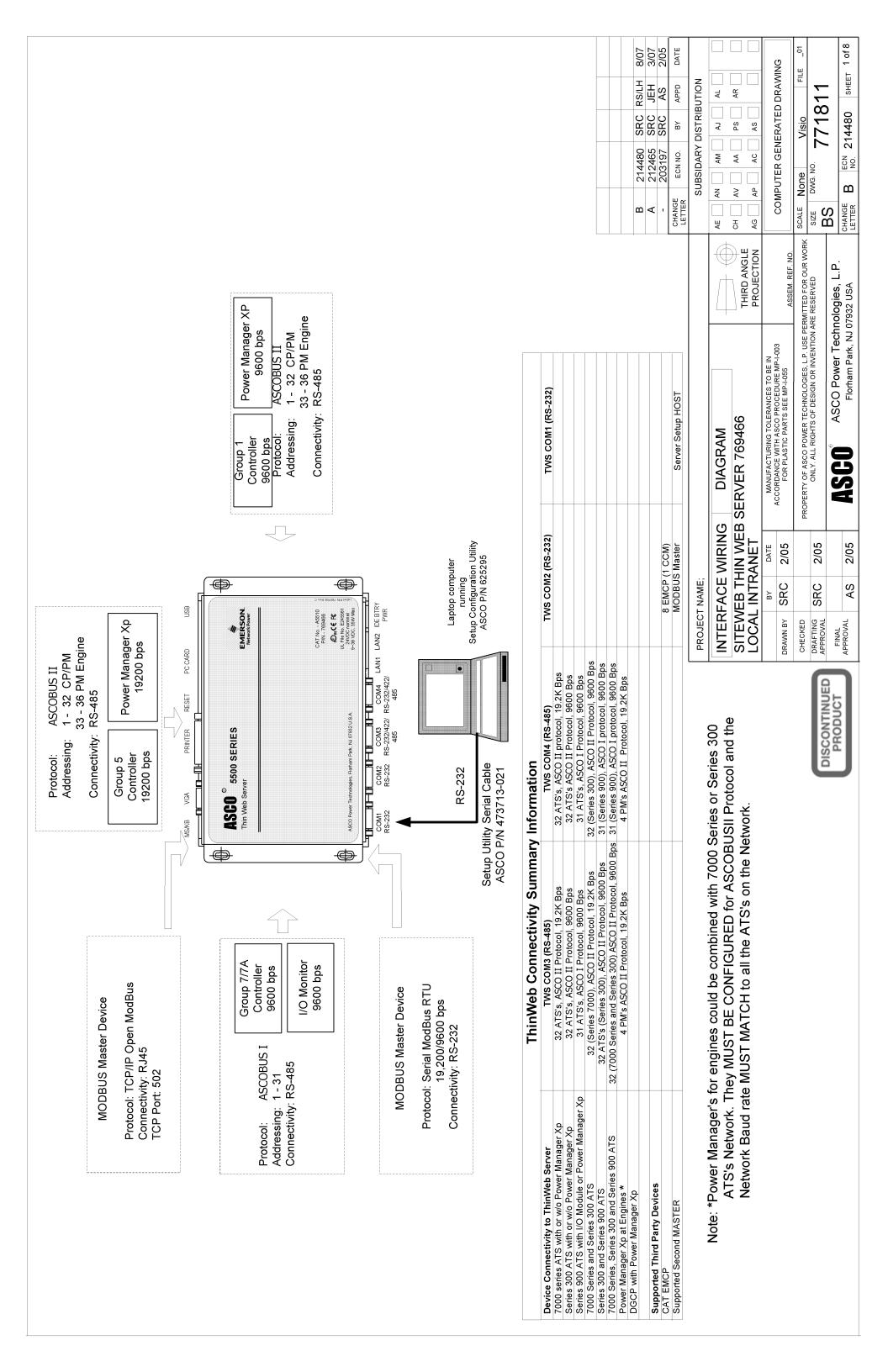
**Standard 80° C**Belden 1419A, 9842, or 9829
Alpha 6202C or 6222C

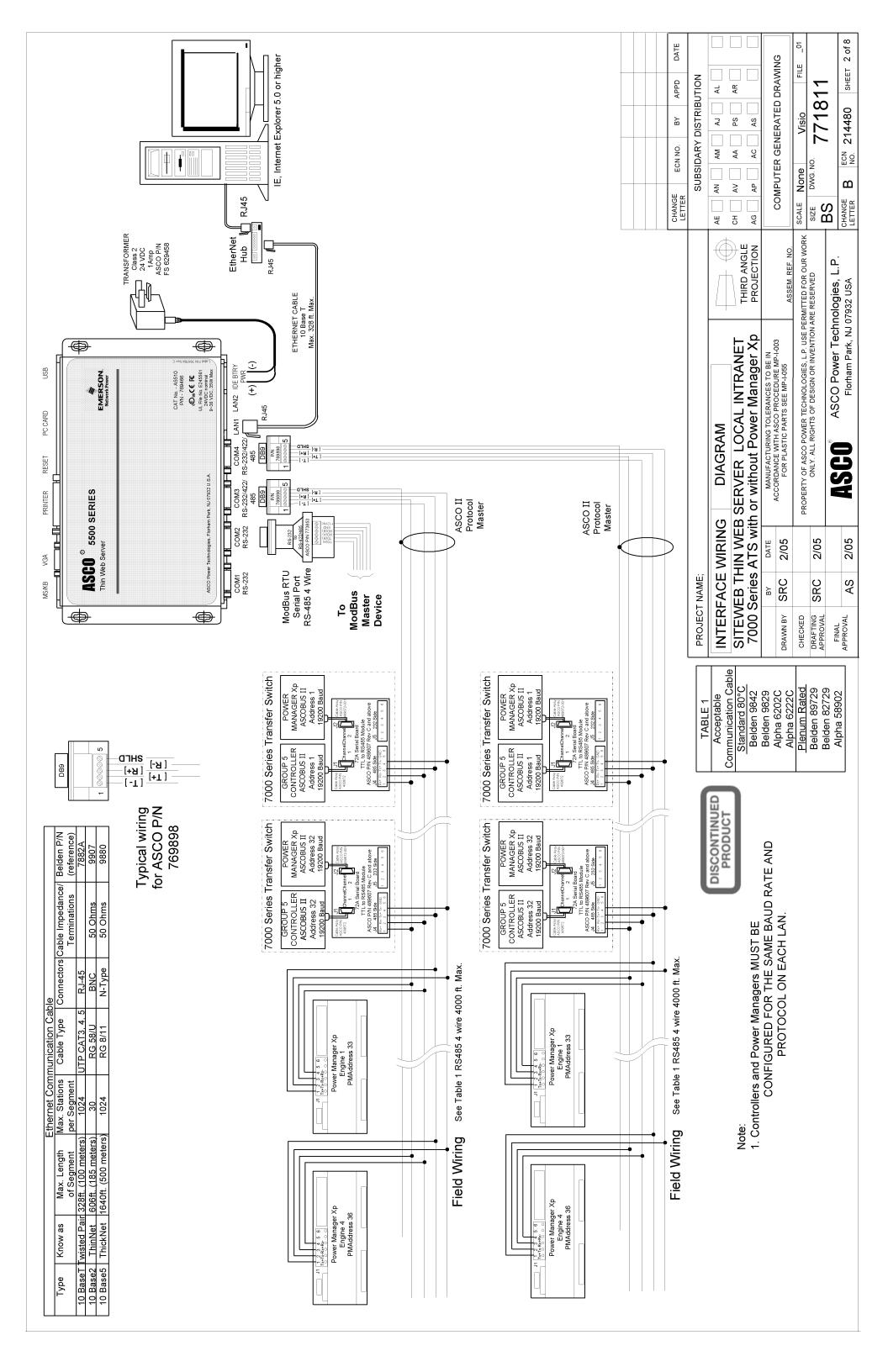
Plenum Rated Belden 89729 or 82729 Alpha 58902

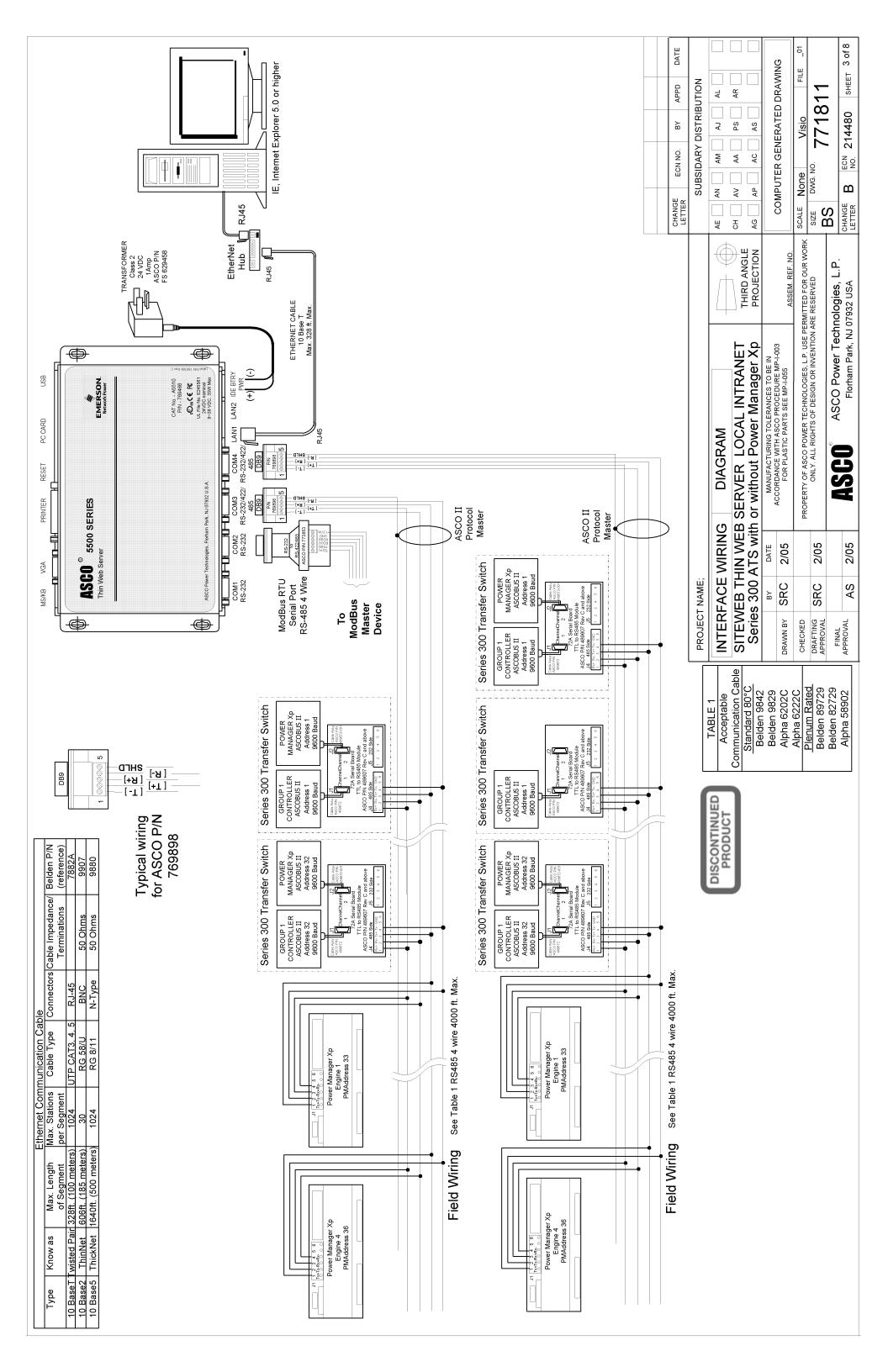
#### **Connect the Power**

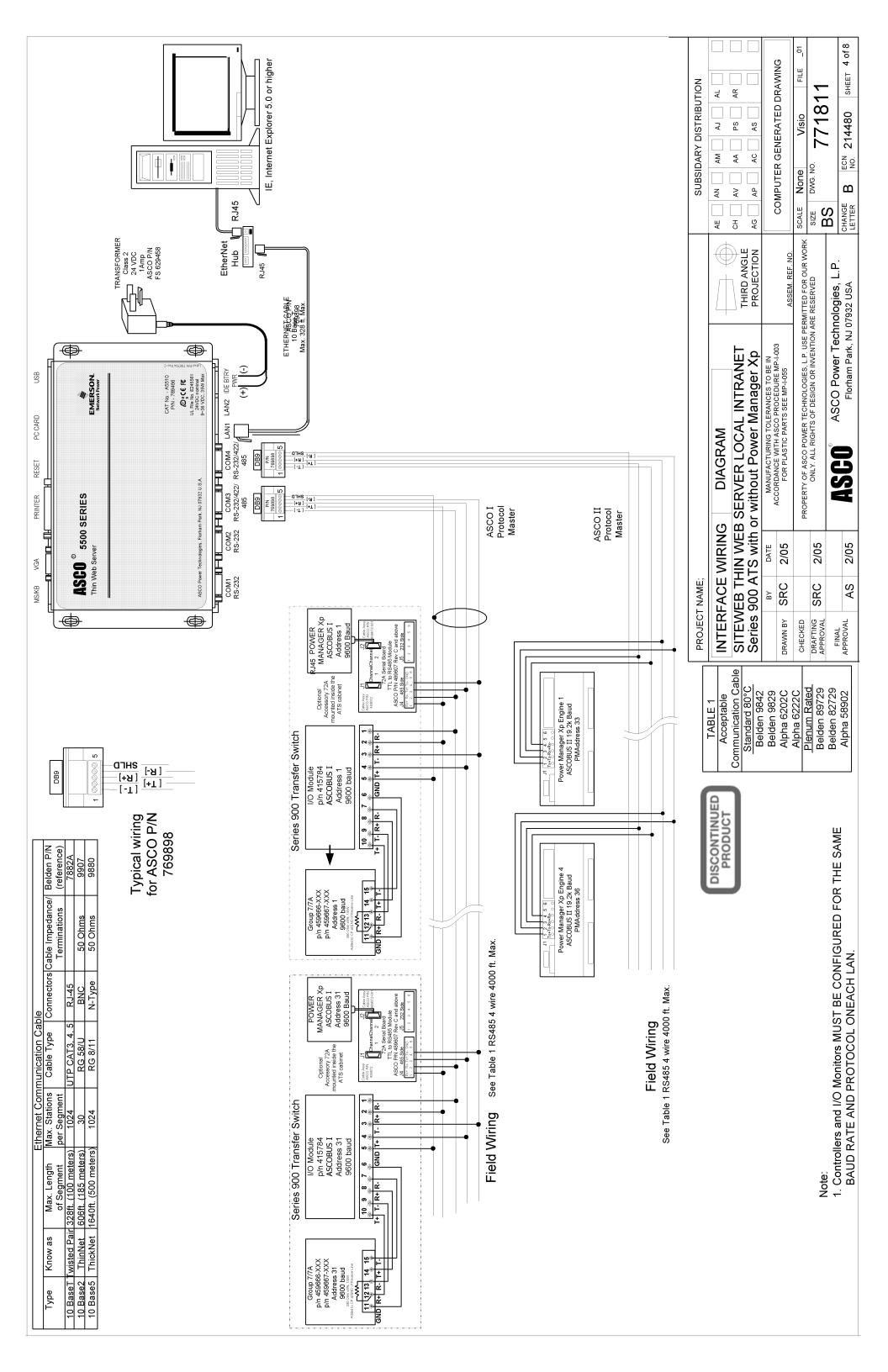
Refer to Interface Wiring Diagram 711811. Use a UL-Approved Class 2, 24 VDC nominal power supply (plug-in transformer 120 VAC to 24 VDC, 1 amp.; ASCO part no. 629458). Connect it to the Phoenix connector (bottom right).

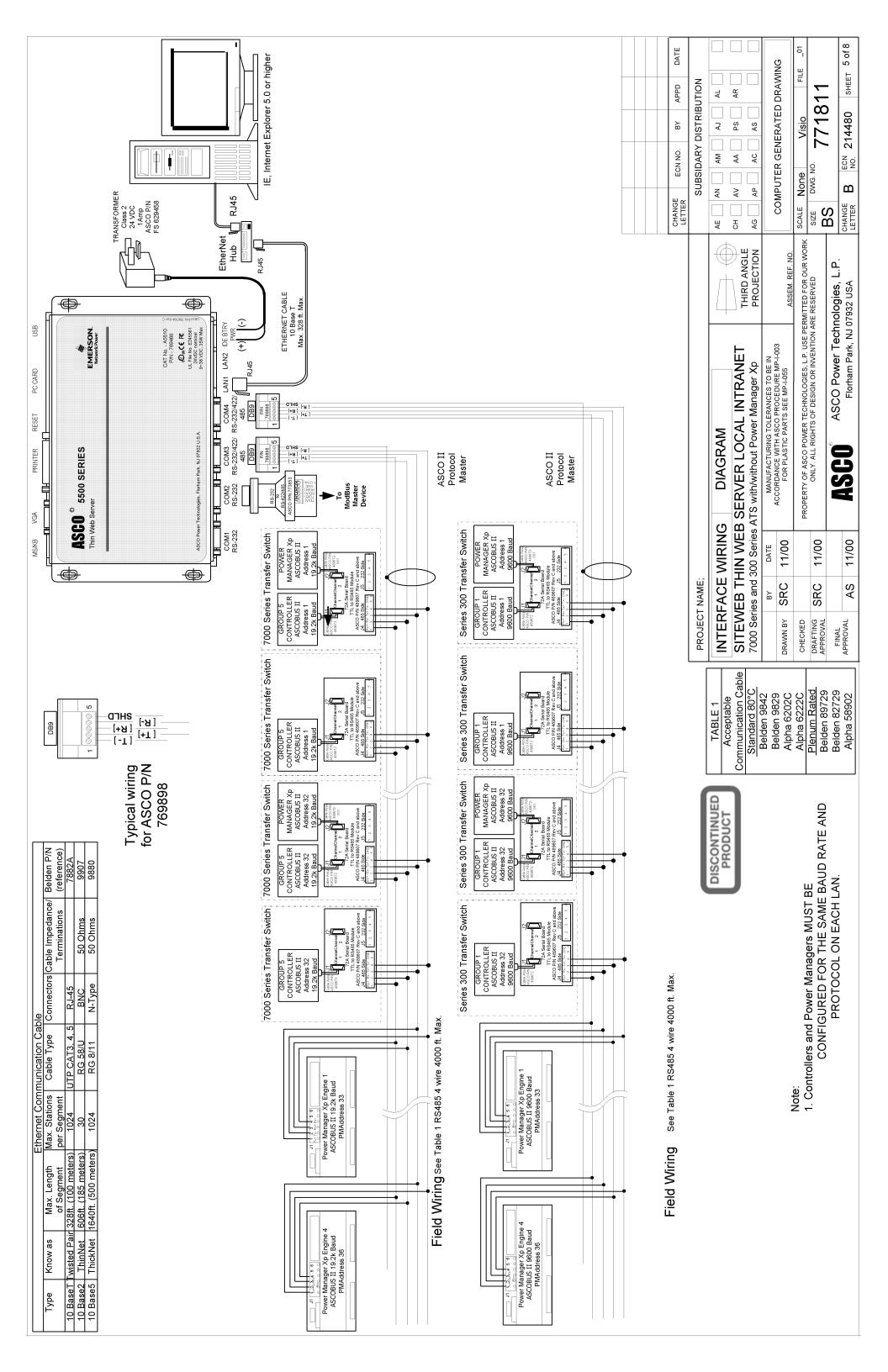


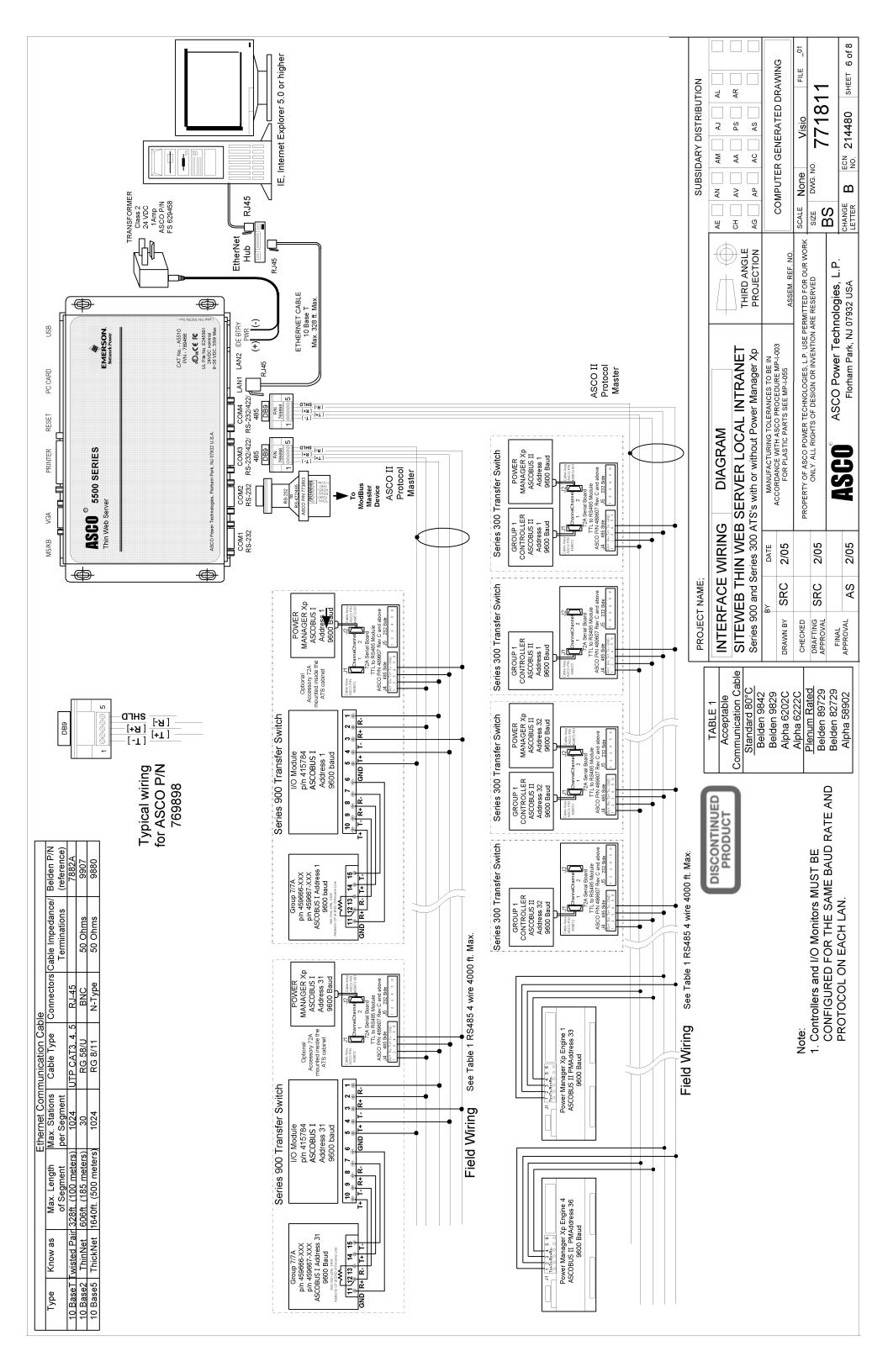


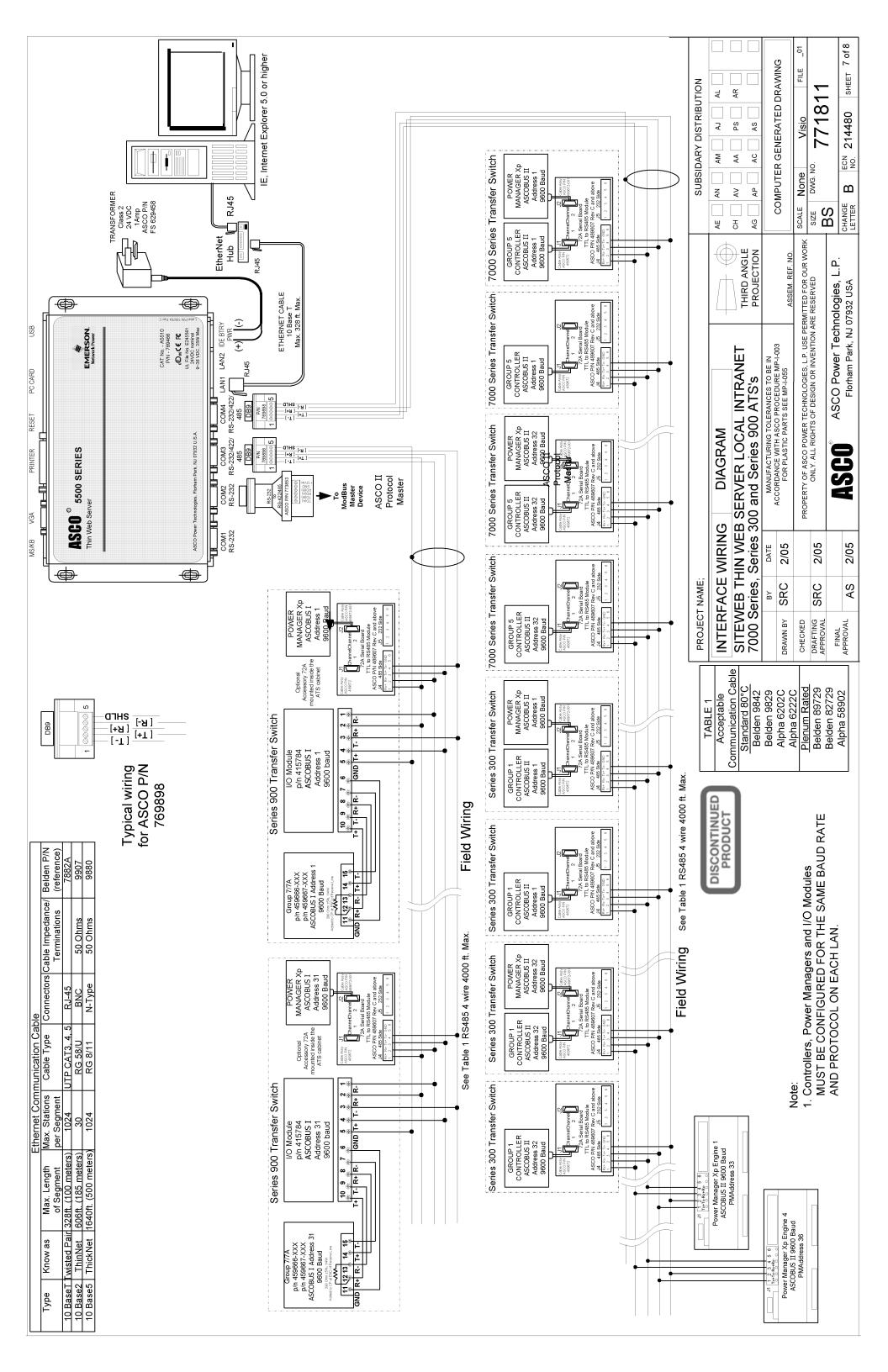


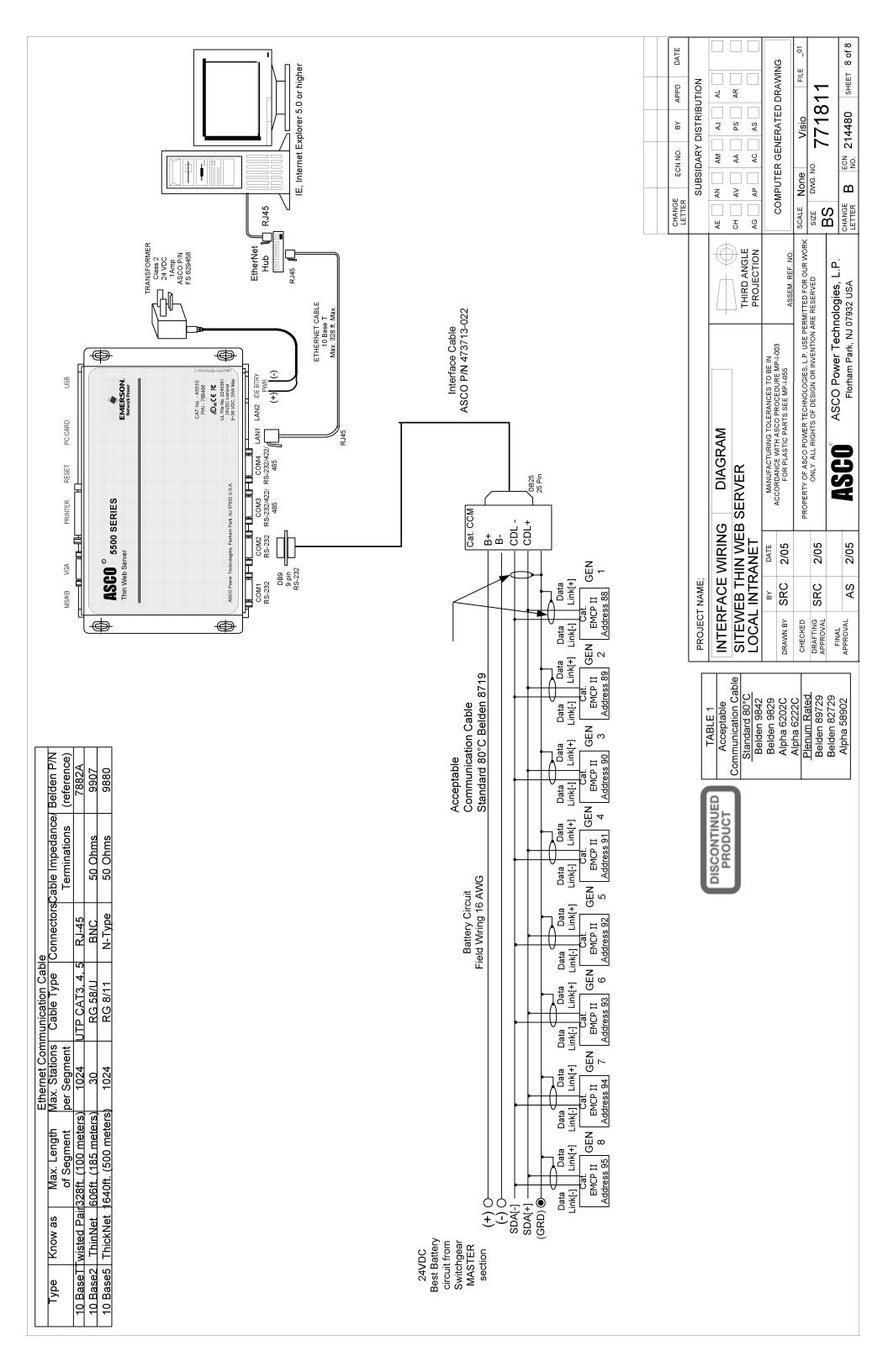














## Minimum PC Requirements for Setup and Browser Programs



The **Thin Web Server** requires the following minimum system configuration for the setup and browser program for serial connection:

- Microsoft® Windows® 2000 or XP operating system
- Personal computer with *Pentium*<sup>TM</sup> 4 2 GHz or higher processor
- CD-ROM drive
- Serial Port (RS-232), Ethernet Port (RJ-45)

## How to Install the Setup Program for Serial Connection

The **Thin Web Server Setup** program on the CD-ROM must be installed on the PC or notebook PC that is temporarily connected to the *Thin Web Server*. The **setup.exe** program takes you through the installation with onscreen instructions.

**Note**: Windows® may require Administration rights to install this software.



1. Load the CD into the PC's CD-ROM drive.

The PC should automatically launch the *setup.exe* file (if the PC is set-up for *autorun*). If the installation does <u>not</u> start automatically, click **Start** on the taskbar, then choose **Run** from the **Start** menu.

In the dialog box type the filename **setup.exe**. Use (your CD drive letter):\setup.exe (e:\setup.exe for example). Click **OK**.



The Thinweb Server Setup Program logo displays during installation process.

The Welcome screen displays after the CD is read.

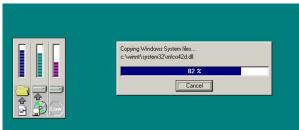
To proceed click **Next** to continue or click **Cancel** to quit.

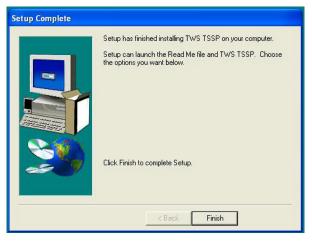
Continued on next page  $\rightarrow$ .











3. The *Choose Destination Location* screen displays.

Use the default destination directory.

Click Next.

4. The **Select Program Folders** screen displays.

Use the default directory in the Program Folder.

Click Next.

5. The *Copying Windows Systems files* ... dialog box displays.

These screens show you the actual installation status

6. The *Setup Complete* screen displays.

Click *Finish*. Remove the CD-ROM and return it to its case. Keep it in a safe place along with the Serial number

You might consider restarting *Windows* to initialize the system before running the software.

Notice that after start-up of  $Windows^{TM}$  the icon is on the desktop which you can double click to launch the **ThinWeb Server** setup

program. (proceed to next page)



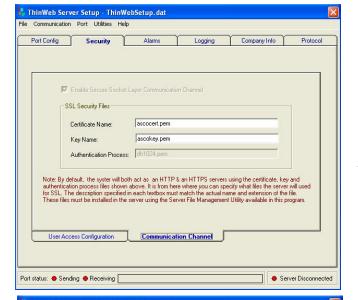


### How to start and setup the Thin Web Server software

After installing the *Thin Web Setup Program* start the *Thin Web Server* software and set it up.







Communication Port	Ocilicies 11	ыр				
Port Config Se	curity	Alarms	Logging	Comp	any Info	Protocol
	User List					
		Name	Password	Level		
	User 1:			1 🔻		
	User 2:			1 🔻		
	User 3:	asco	fpnj	1 🔻		
	User 4:			1 🔻		
	User 5:	admin	admin	3 🔻		
	etely fill-up th ssign to a u Monitoring	ne user names and p ser. Access Only 2 - h	an access the server passwords. The lege Monitoring & Control / cation Channel	nd below defir	nes the type o	of
					11	

- 1. Double click the icon on the *Windows* desktop.
- 2. The **Port Config** tab displays first. Work with your network administrator to set up the server either for an internet or an intranet application. Enter the *Ethernet* TCP/IP information and outgoing mail server (SMTP). If email authentication must be enabled (ask your administrator), click *Authentication Enabled* and fill in the *Username* and *Password*.
- 3. Click the **Security** tab. By default the server is set as an HTTP & HTTPS server. A default certificate name & key

name is shown. Use this default and click Next. If not, make sure the files are installed in the server using the Server File Management Utility available in the program.

- 4. Click the **User Access Configuration** lower tab. Enter up to 5 *Users* (include yourself), their *Passwords*, and their *Levels*. (you are level 3). The Access Levels are:
  - 1 is monitor only (data page viewing only)
  - 2 is monitor and control (can transfer ATS loads)
  - **3** is administrator (assigns users and able to change TWS configuration settings)

### **A** CAUTION

Be sure that the *Users* to whom you give control access (levels 2 or 3) are knowledgeable enough to have control of load transfer and of the generator(s).

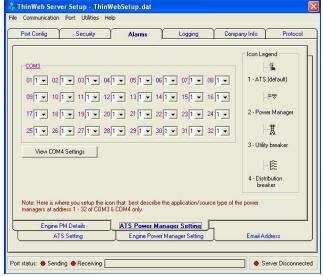
5. Click the **Alarms** tab. Click the **ATS Setting** lower tab. Select the ATS status events that you want reported by clicking the boxes next to the items under *ATS Alarm Selection* (shown below).

continued on the next page ⇒

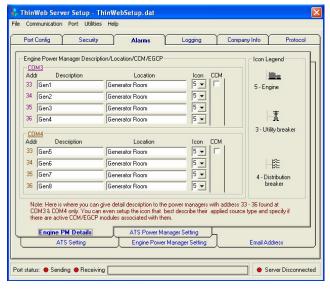
ATS Alarm Selection  ATS Connected To Normal  ATS Connected To Emergercy  ATS Normal Source Available  ATS Engine Start Signal  Note: The following transfer switch status can be included in alarm monitoring. All of these status points will be applied to all switches found at CDM3, CDM4 & Network 1. Click on the check box adjacent to the status point you want to include in alarm monitoring. Only checked status points will be included in the normalizing process.  ATS Setting  Engine Power Manager Setting  Email Address  Engine PM Details  ATS Power Manager Setting	Config Security	Alarms Logging	Company Info	Protocol
	Note: The following transfer swit be applied to all switches found status point you want to include monitoring process.	ATS Connected To Normal ATS Connected To Emergercy ATS Normal Source Available ATS Emergency Source Available ATS Engine Start Signal ATS Long at Start Signal ATS Long at Connected in Jahrm monitoring at CDM 3. CDM 4. Network 1. Click on the cin alarm monitoring. Only checked status	sheck box adjacent to the nts will be included in the	all
Engine PM Details ATS Power Manager Setting		^	Email Address	
	Engine PM Details	ATS Power Manager Setting		



Alarms - Email Address



Alarms - ATS Power Manager Setting



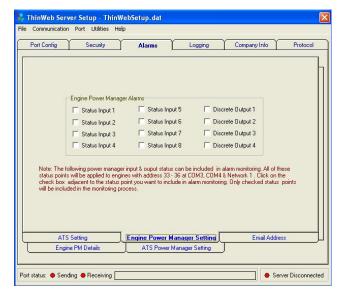
Alarms - Engine PM Details

6. Click the **Email Address** lower tab. Then enter the e-mail addresses (up to 5) of the persons whom you want notified of the selected alarms. Double check each e-mail address displayed in the five text boxes to verify that it has been typed correctly.

Note: Make sure outgoing mailserver is configured properly and working. This functionality can be tested with third party e-mail testing programs.

- 7. Click the **ATS Power Manager Setting** lower tab. The *Network 1* Power Managers (addresses) are displayed first. For each Power Manager (PM) address click the drop-down arrow and select the appropriate icon number associated with the PM. If a Power Manager:
  - is with an ATS, select icon 1.
  - is with a circuit breaker, select icon 3 or 4.
  - is <u>not</u> associated with an ATS or a CB, select icon **2**. Then click *View Network 2 Settings* and select icons for those PMs.
- 8. Click the **Engine PM Details** lower tab. Network 1 & 2 Engine Power Manager (addresses 33-36) are displayed. Enter a *Description* and *Location* for each PM. Then select the appropriate icon associated with each PM. Select if device is associated with CCM, EGCP, or both.
- 9. Click the **Engine Power Manager Setting** lower tab. Select the check boxes *Status Inputs* and/or *Discrete Outputs* that you want included in alarms monitoring.

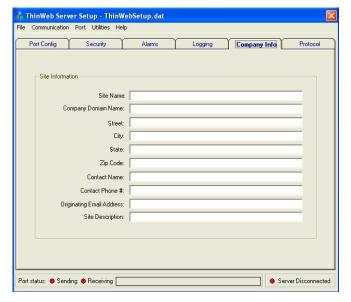
continued on the next page ⇒



Alarms - Engine Power Manager Setting









- Click the Logging tab. You can enable or disable historical data logging & alarm logging and change their default update interval.
  - ☑ Historical data logging enabled or disabled flag Historical data logging update interval (15 to 30 minutes)

Default frequency is 30 minutes

- ☑ Alarm logging enabled or disabled flag
  Alarms logging update interval (5 -20 seconds)
  Default frequency is 5 seconds
- 11. Click the **Company Info** tab. Fill in the site information. This information will be displayed at the Thin Web Server home page.

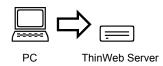
Site Name
Company Domain Name
Street
City
State
Zip Code
Contact Name
Contact Phone #
Email Address

12. Click the **Protocol** tab.

Site Description

Click the protocol that you want to use for third party device interface. Then select the com port and baud rate to match with the Master device.

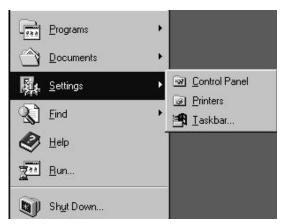
- 13. On the **File** menu click **Save** to retain all your settings.
- 14. On the **Communication** menu click **Upload To Server** to transfer your settings to the *ThinWeb Server*.



- Be sure that the *ThinWeb Server* is properly connected to all devices and that it is powered up.
- Be sure that the *ThinWeb Server* COM1 is connected to the COM port of the PC running the setup program. A special serial cable is provided.
- If a *Timed Out* error message is displayed, the upload to the server did <u>not</u> occur. Recheck the COM port connections of the PC and the *ThinWeb Server*.
- Print config. file or copy it onto a diskette for safekeeping
- 15. Now check **System Configuration** as described in the User's Guide (correct the date & time if necessary).



## Un-installing the program







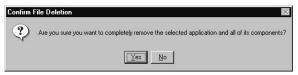
Click **OK** to restart.

- 1. Go to the *Windows*-desktop and click **#** *Start* on the taskbar.
- 2. Click **Settings** on the menu.
- 3. Click Control Panel.
- 4. In the *Control Panel* window, double click the *Add/Remove Programs* icon.

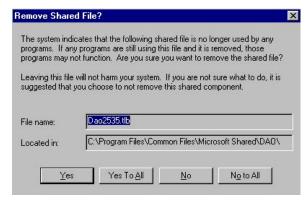


5. In the *Add/Remove Programs Properties* window find **ASCO TSSP** on the *Install/Uninstall* tab.

To start uninstall, select ASCO TSSP and click to proceed. You will be asked to confirm the file deletion process.



If you want to proceed click Yes, otherwise click No to cancel.



- Click No to All.
- 7. After the *UnInstallShield* removes the program it displays *Uninstall successfully completed*. Click **OK**.
- 8. Close the Add/Remove Programs and Control Panel windows.
- 9. Restart the PC after this procedure. You do this by going back to the desktop and click **A** *Start* on the taskbar.

10. In the **Start** menu, click **Shut Down**. In the **Shut Down** 

Windows dialog box click • Restart the computer.



#### How to Establish Communication with the Thin Web Server via Ethernet Connection

To set up the Thin Web Server via Ethernet connection, follow this procedure.

#### Required items:

- Portable laptop computer with network card, running Windows Xp, Windows 2000, or Windows NT, and Windows Internet Explorer 5.0 + installed.
- Ethernet crossover network cable (part no. 629590-006)
- 1. Directly connect the specified Ethernet crossover cable between your laptop's Ethernet jack and the deenergized Thin Web Server port LAN1 (page 1-1)
- 2. Refer to the **section 8** and select the appropriate *TCP/IP Installation & Configuration* instructions for your laptop computer's operating system. This procedure sets up your laptop computer (if necessary) for network connections and tests communications to the Thin Web Server.
- 3. After you have confirmed communication with the Thin Web Server, continue to the next page to view and change the configuration of the Thin Web Server.

Now view and change the configuration (next column)

## How to View & Change Configuration Page from the Thin Web Server

To view and change configuration pages on a client computer, follow these steps:

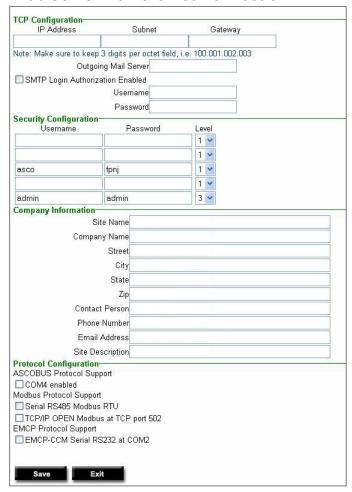
- 1. Be sure that your computer is connected to the network.
- 2. Start *Microsoft Internet Explorer* browser on computer.
- 3. In the address bar, type in the address of the Thin Web Server, add /config.htm, press *Enter*:



http://169.254.1.2/config.htm

4. Type in the *User name* and the *Password* and click **OK**.





- 5. Fill in the IP address, subnet, and gateway.
- 6. Enter up to 5 Users (include yourself), their Passwords, and their Levels ( you are level 3). The Access Levels are:
  - 1 is monitor only (data page viewing only)
  - 2 is monitor and control (can transfer ATS loads)
  - **3** is administrator (assigns users and able to change TWS configuration settings)
- 7. Fill in the Company Information.
- 8. Click the **Protocol Configuration** that you want to use for ASCO devices and for third party device interface. If COM4 is being used, check that box.
- 9. Click **Save** to retain all your settings!

After saving your settings, close *Internet Explorer*. Then turn off the Thin Web Server and disconnect the cross-over cable.

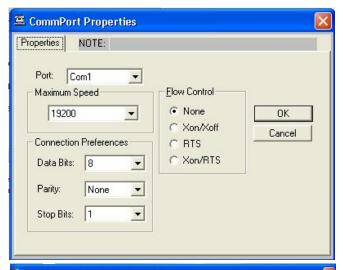
**NOTE** The next time you revisit this page you will have to use the latest IP Address of the system. Hence: http:// Latest-IP-Address/config.htm

The Thin Web Server must be previously configured using TSSP before you can use this proces

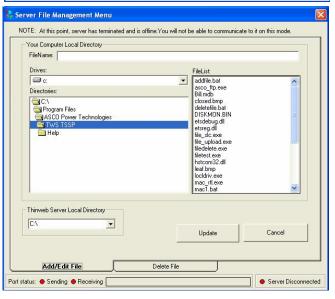


## How to copy, delete, and view files in the Thin Web Server

( to update firmware, to update documentation )







Two file management utilities are included on the install CD. One is for Serial connection and the other is for Ethernet use.

#### **Serial Connection**

- 1. Connect the downloading serial cable between the TWS and your computer. Be sure that the proper COM port property settings are in effect.
- Double click the icon on the Windows desktop to start the TWS software. On the menu bar click Communication, then select Connect to the Server. When the



TWS is connected the bottom right corner light turns green *Server Connected*. On menu bar click **Utilities** then **Server File Management**.

- 3. Choose *Yes* on all prompts. Listen for a series of low beeping sounds after the last prompt (this indicates the TWS is in the debug mode).
- 4. The **Add** / **Edit File** screen displays. Here you will be able to transfer files from the local computer's disk/directory (source) to the TWS's disk (destination).
- 5. To do this, locate and select the file from your local computer directory listing (file is highlighted when selected). Then select the target destination path in the TWS where you want the file to be transferred. Choose either C:\ or C:\HTML.
- 6. Click the **Update** button to start the process. A DOS window opens. Let the process complete; do not interrupt it. When finished, the DOS window will close (with a series of beeping sounds).
- 7. You can review the current directory list of the TWS. To do this click the **Delect File** tab (bottom of screen), then click the **View Server Disk** button to start the process. A DOS window opens. Let the process complete; do not interrupt it. The first page of TWS files displays; press any key to display the next page of files. After the last page, the DOS window will close (with a series of beeping sounds).
- 8. You can also delete a file from the TWS directory. First, you should know exactly what and where the location of file that you wish to erase (step 7 helps you verify and locate the file). To erase the file, type in the complete source path and file name in the *FileName* text box. Two examples are shown below:

Example 1: C:\alarm.bin

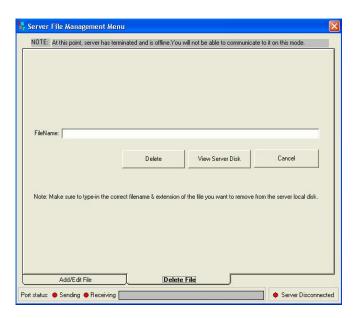
This is an alarm log file in the root directory.

Example 2: C:\HTML\yel.gif

This is a file in the HTML subdirectory.

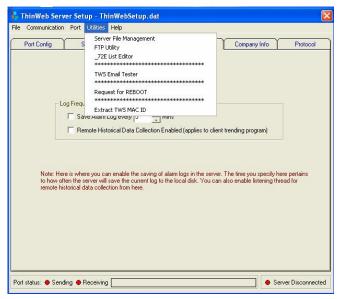
continued on next page

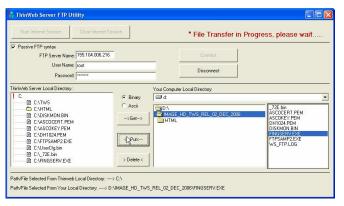




## **CAUTION**

Be sure that you are certain of file(s) to delete in the following procedure.





- 9. To start the file delete process click the **Delete** button once. A DOS window opens. Let the process complete; do not interrupt it. When finished, the DOS window will close (with a series of beeping sounds).
- 10. When finished, click the Cancel buttons to return to the main screen. On the menu bar click Communication then Disconnect from the Server.
- 11. Reset the TWS. Insert a pin or paper clip into the hole marked RESET (top center); or disconnect power supply plug to the TWS for 15 seconds, then reconnect it..

#### **Ethernet Connection**

- 1. The computer must be connected to the same network as the TWS. See Section 6, How to create an Ethernet TCP/IP network connection (select either Windows 2000 or XP).
- 2. Double click the icon on the Windows desktop to start the TWS software. On the menu bar click Communication, then select Connect to the Server. When TWS is connected the bottom right corner light turns green Server Connected.



On menu bar click Utilities then FTP Utility.

Click the **Start Internet Session** button (top left) once. Type the TWS IP Address in the FTP Server Name text box. Type the username and password listed below:

username: guest password: guest username: asco password: asco

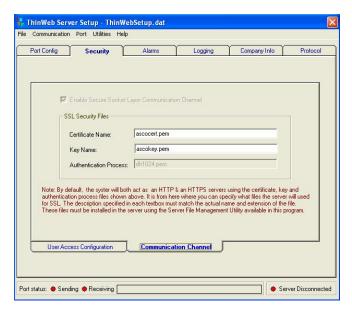
NOTE: Select the **Passive FTP syntax** checkbox |

- 4. Click Connect to start connection to the TWS FTP server. Once connected, the screen left pane shows the current TWS directory resources. The right pane shows your local computer directory resources.
- To transfer a file from the TWS to the local computer, locate and select the file from the TWS directory listing (file will be highlighted). Next, on the local directory list, locate the parth and directory you want the file to be copied to. Then select the Ascii option button for a text file, or select the **Binary** option button for all other files. Now, click the **Get** button to start the transfer.
- To transfer a file from the local computer to the TWS. locate and select the file from your local computer directory listing (file will be highlighted). Next, on TWS directory list, locate the path and directory you want the file to be copied to. Then select the Ascii option button for a text file, or select the **Binary** option button for all other files. Click the **Put** button to start the transfer.
- To delete a file from the TWS directory, follow a similar procedure (as above), but click the Delete button once. This applies to the TWS directory.
- When finished, click the **Disconnect** button, click the the Close Internet Session button, then close window.



## How to install SSL certificate and private key files in the Thin Web Server

Both the certificate and private key files have to be installed in the Thin Web Server root directory C:\.

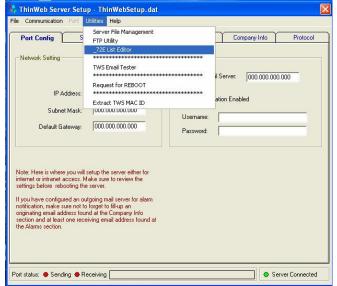


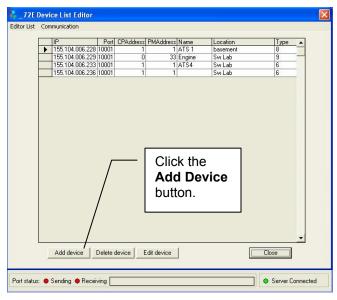
- 1. Start the Thin Web Server setup program and connect to the server. Once connected, choose whatever utility is more convenient for your setup to perform file transfer. You can use the server setup program's file management or FTP utility to transfer these files from a source location to the Thin Web Server disk. See Chapter 5.
- After transferring the files, close the server setup program and reset the Thin Web Server.
- After rebooting, restart the server setup program and go to the security page. Choose the Communication Channel tab (screen shown at the left).
- From this page, fill in the filenames with extensions of the certificate and private key files you just transferred to the Thin Web Server disk in step 2.
- Save the current configuration through the File header menu.
- Next, connect to the server. Once connected, do the upload process.
- 7. After upload, disconnect from the Thin Web Server, close the application, and reboot the Thin Web Server.



## **Connectivity Module Configurator Program**







This utility is used to create, manage, upload, and dowload configuration settings to ASCO Connectivity Modules (only part no. 629800-xxx) that the Thin Web Server will be communicating with over LAN.

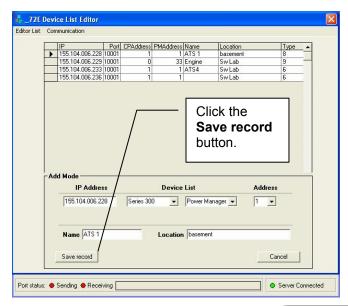
## How to Add Configuration Setting for a Connectivity Module (Accessory 72E)

- 1. Launch the Thin Web Server setup program.
- 2. Connect to the Thin Web Server by clicking **Communication**, then **Connect to Server**. The indicator (bottom right corner) will turn from red to green.
- 3. On menu bar click Utilities then 72E List Editor.
- 4. The **72E Device List Editor** screen displays.
- 5. Click the **Add Device** button.
- 6. Set the IP Address, the type of Controller, Power Manager, and the address of the devices here. Note that there is only one item pertaining to the device address. This means that both devices must be set with the same address when connected to the Connectivity Module.

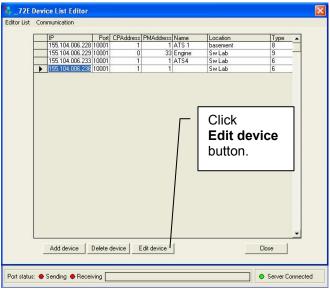
**NOTE:** Only for ATSs with Group 1 Controller (Series 300) and Group 6A/7A Control Panels (ASCO 940, 962, 436, 434, 447, 448) can you specify their name and location from here. ATSs with Group 5 Controller (4000 Series, 7000 Series) are done either on their controller or at the Thin Web Server detail page.

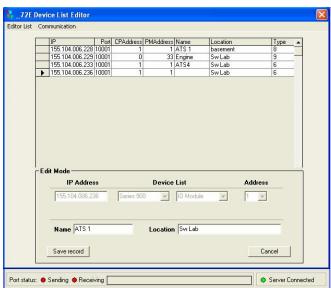
7. Click the **Save record** button to save your setting or **Cancel** if you want to discard the changes you made.

continued on next page











- Set the pointer to the configurator setting that you want to edit and then click Edit device button.
- Edit mode only allows modification of name and location descriptions of ATSs with Group 1 Controller (Series 300) and Group 6A/7A Control Panels (ASCO 940, 962, 436, 434, 447, 448).
- 3. When you attempt to edit settings for ATSs with Group 5 Controller (4000 Series, 7000 Series) you will get this message. Click **OK** to continue.

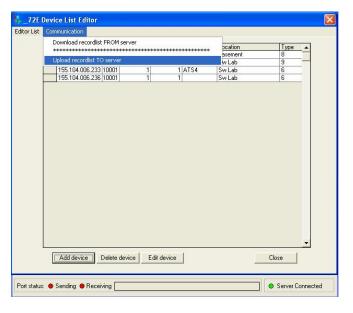


4. After editing click **Save record** button.

#### **How to Delete Configuration Setting**

 Set the mouse pointer to the IP Address that you want to delete and then click the **Delete device** button. Click **Yes** to proceed with the delete operation or **No** to keep it.





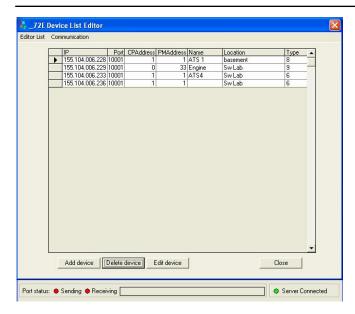
#### **How to Upload Configuration Setting**

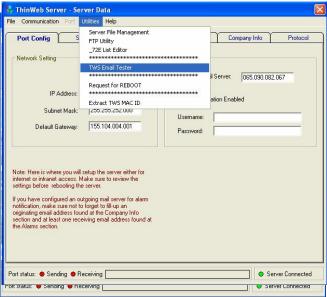
- On the menu bar click Communication then click Upload recordlist TO server.
- Click **OK** to proceed with the process or **Cancel** to terminate.
- Server will perform the upload process. This will take a while, so please wait until a completion message is displayed.



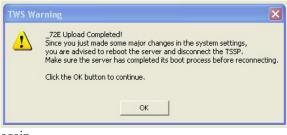
continued on next page







4. When the process is done this message should appear. Click **OK** to continue. If message does not appear (wait), close the application and redo the process

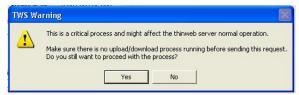


again.

#### Other Utilities

#### **How to Reset Thin Web Server Serially**

- 1. Launch the Thin Web Server setup program and connect it to the Thin Web Server.
- 2. On the menu bar click **Utilities**, then click **Request for REBOOT**.



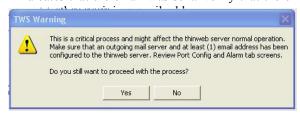
3. Click **Yes** to continue or **No** to cancel operation.

#### **How to Test Email Feature**

- 1. Make sure the following information is already configured in the server.
  - Outgoing Mail Server Email Address
  - At least one receiving email address
  - Originating Email Address

You can download configuration to confirm these settings in the server.

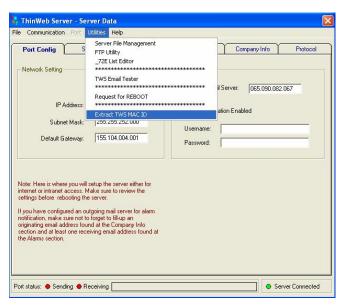
- 2. Launch the Thin Web Server setup program.
- Connect to the Thin Web Server by clicking Communication, then Connect to Server. The indicator (bottom right corner) will turn green.
- 4. On menu bar click **Utilities** then **TWS Email Tester**.
- 5. Click **Yes** to continue or **No** to cancel. You must hear a series of ring sound coming from the TWS which indicates that the email was sent. Verify that the email





#### How to View the TWS MAC Address

- Launch the Thin Web Server setup program and connect it to the Thin Web Server.
- On the menu bar, click Utilities, then click Extract TWS MAC ID.

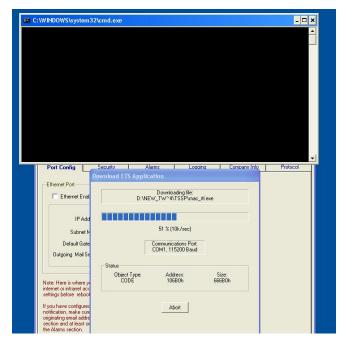


3. This will post the message window as:



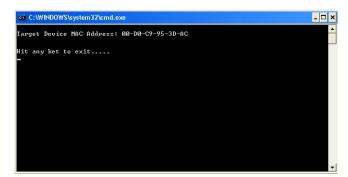
Clck Yes to continue.

4. This will bring the Thin Web Server to the debug mode. Shortly after, the DOS prompt window will appear which initiates the down-loading process.



Make sure not to interrupt the process.

5. After the download, the DOS window will display the Thin Web Server MAC ID.



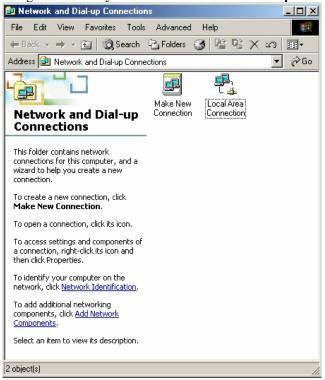
- 6. When done viewing, click any key to close the window.
- 7. Reset the Thin Web Server.



Thin Web Server Client Settings 8-1

## How to create an Ethernet TCP/IP network connection on a Windows® 2000® PC

1. Right click on My Network Places then click Properties.

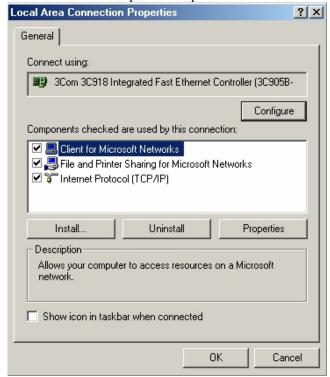


2. Right click on Local Area Connection icon.

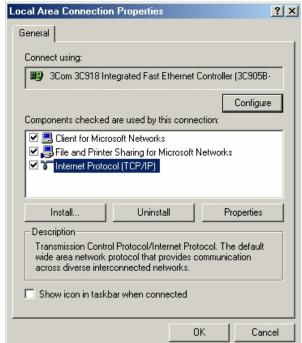
The following window will pop up.



3. If the device status indicates *This device is working properly.* close this window and proceed to the next step. Otherwise follow the instructions as indicated in the **Troubleshooter** help to fix the problem.

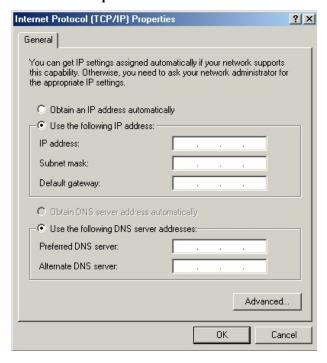


4. Click on **Configure** icon to verify installation of the Ethernet card.





Install Internet Protocol by clicking on Install button.
 If already installed highlight Internet Protocol (TCP/IP) and click on Properties.



- 6. If your PC is on the company network contact your IT personnel for appropriate settings. If you are connecting to an ISP using DSL or cable modem contact your service provider for the settings.
- 7. If you have created a dedicated local area network to connect to the Thin Web Server this is where you have to enter a unique IP number for your PC. For example if

Thin Web server IP configuration is:

IP no. : 169.254.001.002 Subnet: 255.255.255.0 Gateway: 0.0.0.0

Computer IP configuration will be:

IP no.: 169.254.001.003 Subnet: 255.255.255.0 Gateway: 0.0.0.0

#### Note:

Once the TCP/IP setup is complete at the PC it is preferred to re-boot the PC.

8. To verify if the Ethernet connection between the PC and the Thin Web Server is working click on the following:

Start > Programs > Accessories > Command Prompt

On the command prompt type:

C:\ >ping 169.254.001.002

(If IP address of the Thin Web server is as listed in the example otherwise replace it with the new assigned one).

9. To see the PC's IP settings type: C:\>ipconfig

#### Note:

The network administration determines the IP Address numbers and Subnet Mask numbers.

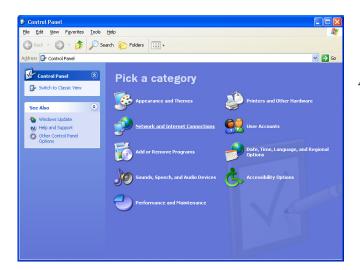


Thin Web Server Client Settings 8-3

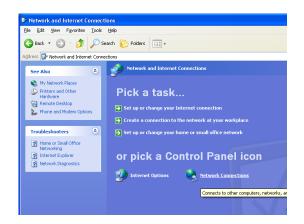
## How to create an Ethernet TCP/IP network connection on a Windows® XP® PC



1. Click start (lower left corner) and select Control Panel.



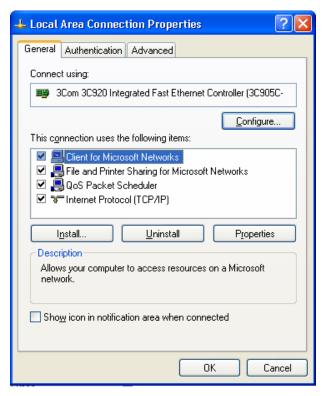
2. Click the Network and Internet Connections icon.



3. Click on Network Connections.

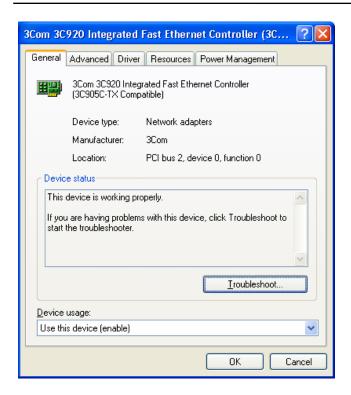


4. Right click on **Local Area Connection** icon. The following window will pop-up.

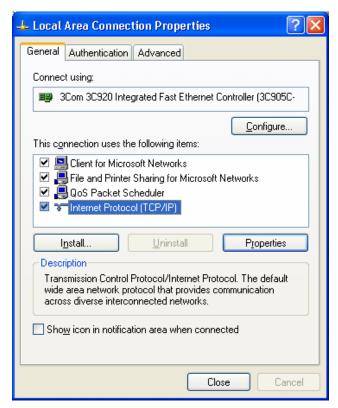


Click on Configure icon to verify installation of the Ethernet card.

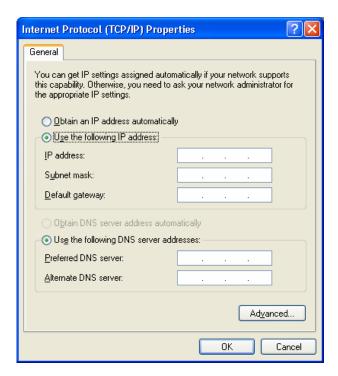




6. If the device status indicates *This device is working properly*. close this window and proceed to the next step. Otherwise follow the instructions as indicated in the **Troubleshooter** help to fix the problem.



Install Internet Protocol by clicking on Install button.
 If already installed highlight Internet Protocol (TCP/IP) and click on Properties.



8. If your PC is on the company network contact your IT personnel for appropriate settings. If you are connecting to an ISP using DSL or Cable modem contact your service provider for the settings.

If you have created a dedicated local area network to connect to the Thin Web Server this is where you have to enter a unique IP number for your PC. For example if

Thin Web server default IP configuration is:

IP no.: 169.254.001.002 Subnet: 255.255.255.0 Gateway: 0.0.0.0

Computer IP configuration will be:

IP no.: 169.254.001.003 Subnet: 255.255.255.0 Gateway: 0.0.0.0

**Note:** Once the TCP/IP setup is complete at the PC it is preferred to re-boot the PC.

9. To verify if the Ethernet connection between the PC and the Thin Web Server is working click on the following:

Start > Programs > Accessories > Command Prompt

On the command prompt type:

C:\ >ping 169.254.001.002

(If IP address of the Thin Web server is as listed in the example otherwise replace it with the new assigned one).

10. To see the PC's IP settings type: C:\>ipconfig



Thin Web Server Troubleshooting

## **Troubleshooting**

Symptom	Possible Problem	Possible Cause	Action	Prevention
1. Thin Web server (TWS) does not turn ON.			<ul> <li>Check if you have the correct power supply.</li> <li>Make sure the plug is connected properly to the supply outlet.</li> </ul>	
2. Thin Web Server keeps rebooting.  NOTE: You should hear a series of beep sounds to indicate the TWS is scanning. When it completes the process you will hear a ring sound similar to a cell phone ring.	Corrupted usercfg.bin	<ul> <li>Interrupted configuration upload.</li> <li>TSSP and TWS versions mismatch.</li> </ul>	<ul> <li>a. Connect a PS2 keyboard to the TWS.</li> <li>b. At the next reboot, press the u key intermittently.</li> <li>c. When you hear a ring sound, this will indicate that the usercfg.bin file of the TWS has been erased.</li> <li>d. You should then reset the TWS mnually from here.</li> <li>e. Once it reboots, rerun your TSSP, check all your settings and download again.</li> <li>f. Reset the TWS after download.</li> <li>g. Repeat steps b – f if necessary until symptom is resolved.</li> <li>NOTE: If sympton persists after repeating this procedure several times, the TWS may be damaged. Contact ASI for service.</li> </ul>	<ul> <li>Make sure that the version of the TSSP and TWS firmware are the same.</li> <li>Unload old version of the TSSP you're your computer first, then install the new version before using it with the TWS.</li> <li>Make sure to allow the system to complete the down-load process before doing any tasks.</li> </ul>
3. Corrupted 72E IP address list after downloading 72E list at TSSP.	Corrupted _72Ebin file.	Interrupted configuration upload.	<ul> <li>a. Connect a PS2 keyboard to the TWS.</li> <li>b. At the next reboot, press the e key intermittently.</li> <li>c. When you hear a ring sound, this will indicate that the _72Ebin. file of the TWS has been erased.</li> <li>d. You should then reset the TWS mnually from here.</li> <li>e. Once it reboots, rerun your TSSP, check all _72E record settings and download again to the TWS.</li> <li>f. Reset the TWS after download.</li> <li>g. Repeat steps b - f if necessary until symptom is resolved. NOTE: If sympton persists after repeating this procedure several times, the TWS may be damaged. Contact ASI for service.</li> </ul>	Make sure to allow the system to complete the down-load process before doing any tasks.
4. No response from TWS after power is applied.  Normally you should hear a beep sound to indicate that the system is scanning for ASCO device.	TWS is not rebooting	<ul> <li>Hard disk damaged in TWS from mishandling.</li> <li>Disk file corruption from incomplete file transfer / upward.</li> </ul>	<ul> <li>Power fluctuation.</li> <li>Incorrect supply applied to TWS.</li> </ul>	Call ASI for assistance.



Symptom	Possible Possible Problem Cause		Action	Prevention		
5. TWS booted but no client or browser can not connect to it.	TWS is not connected to LAN.	<ul> <li>LAN cable is damaged or not properly plugged into the TWS.</li> <li>LAN cable is not connected to LAN1 port of the TWS.</li> <li>No TCP/IP IP, subnet, gateway assigned to the TWS.</li> <li>The hub's uplink mode must be enabled at all times.</li> </ul>	<ul> <li>Make sure the connection between the TWS and the LAN is done properly and secured.</li> <li>Use LAN1 port of the TWS for LAN connection. LAN2 port must never be used.</li> <li>If suspicious of the LAN cable RJ45, use a cross-over cable to connetct the TWS with the client station.</li> <li>Make sure the TSSP was used to configure the TWS TCP/IP settings. After any configuration download by the TSSP, make sure to re-download the configuration from the TWS to make sure that the configuration data was uploaded properly to the TWS.</li> <li>Make sure that both the subnet and gateway addresses of the TWS and the client stations are the same.</li> </ul>	<ul> <li>Strictly follow the connection diagram discussed in this Installation Manual when connecting the TWS.</li> <li>Make sure you have run the TSSP first to configure the TWS before attempting to connect to it through a client station.</li> <li>If the TWS is installed in an existing LAN, make sure you only assigned IP, subnet, and gatewary addresses to the TWS given to you by the LAN administrator.</li> <li>Make sure the client station is also connected to the TWS.</li> <li>You can use the ping application which is a resident DOS utility in your client station to verify connection to the TWS.</li> </ul>		
6. TWS booted but found no serial ASCO devices.	Devices were not properly connected to the TWS.	<ul> <li>Device incorrect wiring.</li> <li>72As not functioning.</li> <li>Break in the line somewhere in the daisy-chained connection.</li> <li>Damaged TWS connectors.</li> <li>Disabled COM4 communication.</li> <li>Devices are not configured properly – protocol &amp; baud rate.</li> <li>Damaged TWS COM3 or COM4 RS485 ports.</li> </ul>	<ul> <li>Check the connection of the daisy-chained network of device to the TWS. Serial daisy-chained network must be connected only to COM3 &amp; activated COM4 of the TWS.</li> <li>Check connection between 72As.</li> <li>Check TTL connections of devices to the 72As.</li> <li>Install a repeater for daisy-chain interconnect exceeding 4000 feet.</li> <li>Install terminating resistor at the last 72A node of the daisy-chain network to avoid noise and signal loss.</li> <li>Make sure to call for ASI for assistance when symptoms become apparent and conditions worsen.</li> </ul>	Strictly follow the connection diagram discussed in this Installation Manual when connecting the TWS.      Make sure all the ASCO devices are configured properly.      Follow recommeded remedies to avoid noise and signal loss on networks exceeding required distance or installed in extreme environments.		



Thin Web Server Troubleshooting

Symptom	Possible	Possible	Action	Prevention
<b>.</b>	Problem	Cause		
7. TWS booted but cannot communicate to any remote _72E.	TWS is not connected to LAN. 72Es are not connected to the LAN.	<ul> <li>Check first if any client station within the LAN can communicate with the TWS. User can try to ping the TWS from the client station. If you get no response, solve this address problem before proceeding.</li> <li>If your client station is able to ping the TWS, then you might need to rerun your TSSP and try downloading from the 72E list records. Make sure there are uploaded 72E IP addresses to the TWS.</li> <li>The 72Es that the TWS is attempting to talk to are not configured properly to the LAN and may be connected to a different LAN.</li> <li>If the TWS and the 72Es are connected locally through a hub, make sure the hub is powered ON and can support 10/100 Mbps devices.</li> </ul>	<ul> <li>Run your TSSP, and verify saved 72E record lists. Make sure the addresses you assigned in the list are addresses given to you by the LAN administrator. These addresses are the actual addresses used by the remote 72Es the TWS will be communicating to.</li> <li>After every upload, make sure to download the configuration to make sure the data was uploaded properly to the TWS.</li> <li>Make sure that after every download to reset the TWS for a fresh restart.</li> <li>You can use a client station within the LAN to verify the presence of the TWS and the remote 72Es. You can do this by pinging each of them through the ping utility in DOS. Those that do not reply are the ones that cannot communicate within the LAN.</li> <li>For 72Es not responding from your ping request from a client station, you can revisit their configuration and confirm their settings.</li> <li>Make sure to call ASI for assistance when symptoms become apparent and conditions worsen.</li> </ul>	<ul> <li>Make sure the TWS and all the remote 72Es are configured properly. They should have TCP settings assigned by the LAN administrator.</li> <li>Follow Installation Manual 381333-238 to configure the Acc. 72Es.</li> <li>Confirm every 72E record before uploading it to the TWS.</li> <li>Use the correct TSSP version for the TWS. The TSSP and TWS firmware versions must be the same.</li> </ul>
8. TWS reports communication error.	Devices were not properly connected to the TWS.	Same as item 6	Same as item 6	Same as item 6
9. TWS email date and time received are incorrect.	System DST, date, and time are not properly setup.	<ul><li>Forgot to setup the DST and system time.</li><li>Incorrect DST setting.</li></ul>	Set the DST and system date and time accordingly.	<ul> <li>The first time you configure the TWS, make sure to check and apply correct DST, sytem date, and time.</li> <li>Make a monthly check for the system data and time through system configuration page to</li> </ul>



				monitor CMOS battery level.
Symptom	Possible Problem	Possible Cause	Action	Prevention
10. Email alarms were not sent out.	No email was received by expecting recipients when alarm happens.	<ul> <li>No outgoing mail server address specified to the TWS.</li> <li>No originating email address specified to the TWS.</li> <li>Incorrect receiving email addresses specified to the TWS.</li> </ul>	<ul> <li>Specify an outgoing mail server address given to you by the LAN administrator.</li> <li>Assign an originating email address to the TWS. This item is found in the Company info section of the TSSP.</li> <li>Make sure all the receiving email addresses are correct and valid.</li> </ul>	<ul> <li>Make sure to coordinate and only use data disclosed to you by the LAN administrator.</li> <li>Review all information first in the TSSP before saving and uploading to the TWS.</li> </ul>
11. TWS reboots during runtime.	Intermittent system failure.	<ul> <li>Data collisions in the network.</li> <li>Unknown Internal DB engine problem.</li> <li>Hard drive problem during file saving at runtime.</li> <li>Maximum system utilization reached, and no more resources are available to use.</li> <li>Internal thread problem.</li> <li>Hackers.</li> </ul>	<ul> <li>System will always try to revive itself when there are unknown internal problems or restrictions not allowing it to continue its normal operation. This is to ensure that the TWS will always be available and running.</li> <li>Contact ASI for assistance if the TWS keeps resetting for no apparent reason and cannot resume to normal operation.</li> <li>Make sure to notify your LAN administrator if sympton persists.</li> </ul>	<ul> <li>Give access only to known personnel.</li> <li>Make sure that the TWS has a unique IP address in the LAN.</li> <li>Check the content of the log directory to keep track of the history of the system from its last reboot.</li> <li>Keep in touch with ASCO Power Technologies for new releases and service packs.</li> </ul>
12. TSSP cannot connect to TWS.	No connection between the computer and the TWS.	<ul> <li>Incorrect serial cable used.</li> <li>TSSP was not configured to the right port being used.</li> <li>Damaged comm. port.</li> <li>Damaged serial cable used.</li> </ul>	<ul> <li>Check serial connection of the client station running the TSSP and the TWS.</li> <li>Make sure you are connected to COM1 of the TWS.</li> <li>Check if you are using the right cable. You must use the serial cable that came with the product.</li> <li>Configure the TSSP properly, assigning only the appropriate port and baud rate settings.</li> <li>Use another available port.</li> <li>Use another spare serial cable.</li> </ul>	- Follow this Installation Manual for how to install the TWS and use the TSSP.



Thin Web Server Troubleshooting

Symptom	Possible Problem	Possible Cause	Action	Prevention
13. Server setup program cannot upload / download configuration. Receiving an error message after upload / download.	Corrupted TWS configuration file.	- TSSP & TWS program version mismatch.	Same as item 4	Same as item 4
14. Serial Modbus communication is not working properly.	Modbus master cannot communicate with TWS.	<ul> <li>TWS is not serially connected properly to the Modbus master.</li> <li>TSSP was not configured for serial Modbus communication.</li> <li>Incorrect serial cable adapter used for this application.</li> <li>Incorrect registers used by the Modbus master.</li> </ul>	<ul> <li>Make sure to use the correct serial adapter to connect the Modbus master to the TWS.</li> <li>Only COM2 can be used for serial Modbus communication.</li> <li>Make sure to enable and set up serial communication to the TWS properly.</li> <li>Make sure to use only the register maps for TWS serial Modbus communication.</li> </ul>	<ul> <li>Follow this Installation Manual for how to connect and implement Modbus communication in the TWS.</li> <li>Only use TWS Modbus communicaton register maps in designing GUI application that will communicate to ASCO device through the TWS.</li> </ul>
15. TCP/IP open Modbus communication is not working properly.	Modbus master cannot communicate with TWS.	TWS was not configured for TCP/IP Modbus communication.      Incorrect registers and addressing scheme used by the Modbus master.	<ul> <li>Make sure to enable and set up TCP/IP Modbus communication to the TWS properly through TSSP.</li> <li>Make sure to use only the register maps for TWS TCP/IP Open Modbus communication.</li> <li>TCP/IP Modbus communication of the TWS only renders data from serial devices connected to its COM3 &amp; COM4 ports. TWS does not render data from remote 72Es.</li> </ul>	<ul> <li>Follow this Installation Manual for how to install the TWS and use the TSSP.</li> <li>Only use TWS Modbus communication register maps in designing GUI application that will communicate to ASCO device throught the TWS.</li> </ul>
16. Needed to reset alarm logs.			<ul> <li>Run your server setup program again, connect to the TWS.</li> <li>Go to <b>Utilities</b>, <b>Server File Management</b> and delete the file C:\alarm.bin. Refer to page 5-1.</li> </ul>	



Row	Name of ATS	Location of ATS	ATS Serial	ATS Catalog	ATS Amps	ATS Volts	Address set in ATS	Address set in Power Manager**
No.	or PM	or PM	Number	Number	Allips	VOILS	Controller*	(if provided)
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								_
16								

- \* For Group 5 Controller (4000 & 7000 Series) refer to User's Guide 381333-126
- \* For Group 1 Controller (Series 300) refer to Communication Interface Module Instructions 381339-189
- \* For Group 7A Control Panel (ASCO 940, 962, 436, 434, 447, 448) refer to Accessory 72A Instructions 381339-172
- \*\* For Power Manager Xp refer to Operator's Manual 381333-199. For the older Data Monitor refer to Operator's Manual 381333-143.



Row No.	Name of ATS or PM	Location of ATS or PM	ATS Serial Number	ATS Catalog Number	ATS Amps	ATS Volts	Address set in ATS Controller*	Address set in Power Manager** (if provided)
17								,
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30								
31								
32								

- \* For Group 5 Controller (4000 & 7000 Series) refer to User's Guide 381333-126
- \* For Group 1 Controller (Series 300) refer to Communication Interface Module Instructions 381339-189
- \* For Group 7A Control Panel (ASCO 940, 962, 436, 434, 447, 448) refer to Accessory 72A Instructions 381339-172
- \*\* For Power Manager Xp refer to Operator's Manual 381333-199. For the older Data Monitor refer to Operator's Manual 381333-143.



Row No.	Name of ATS or PM	Location of ATS or PM	ATS Serial Number	ATS Catalog Number	ATS Amps	ATS Volts	Address set in ATS Controller*	Address set in Power Manager** (if provided)
33	01 1 101	011111	140111201	rtamoor				(ii provided)
34								
35								
36								
37								
38								
39								
40								
41								
42								
43								
44								
45								
46								
47								
48								

- \* For Group 5 Controller (4000 & 7000 Series) refer to User's Guide 381333-126
- \* For Group 1 Controller (Series 300) refer to Communication Interface Module Instructions 381339-189
- \* For Group 7A Control Panel (ASCO 940, 962, 436, 434, 447, 448) refer to Accessory 72A Instructions 381339-172
- \*\* For Power Manager Xp refer to Operator's Manual 381333-199. For the older Data Monitor refer to Operator's Manual 381333-143.



Row	Name of ATS	Location of ATS	ATS Serial	ATS Catalog	ATS Amps	ATS Volts	Address set in ATS	Address set in Power Manager**
No.	or PM	or PM	Number	Number			Controller*	(if provided)
49								
50								
51								
52								
53								
54								
55								
56								
57								
58								
59								
60								
61								
62								
63								
64								

- \* For Group 5 Controller (4000 & 7000 Series) refer to User's Guide 381333-126
- \* For Group 1 Controller (Series 300) refer to Communication Interface Module Instructions 381339-189
- \* For Group 7A Control Panel (ASCO 940, 962, 436, 434, 447, 448) refer to Accessory 72A Instructions 381339-172
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